2 1 2000 E DECLARATION AND POWER OF ATTORNEY

Attorney's Docket No. 07117.105017

TRADE TRADE

As a below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name. I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled: Managing the Selection of Performance Interventions in a Contact Center, the specification of which was filed on December 11, 2003 and assigned U.S. Serial No. 10/733137.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I do not know and do not believe that the same was ever known or used by others in the United States of America before my or our invention thereof, or patented or described in any printed publication in any country before my or our invention thereof or more than one year prior to the date of this application. I further state that the invention was not in public use or on sale in the United States of America more than one year prior to the date of this application. I understand that I have a duty of candor and good faith toward the Patent and Trademark Office, and I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

before that of the application	on on which priority is claimed:			
Application No. Co	untry Filing Date	Priority Claimed	d Under 35 USC §119 (a)-(d)	
None		Yes	No	
I hereby claim the benefit listed below:	under Title 35, United States Code	e, § 119(e) of any United Sta	tes provisional application(s)	
None				
(Application No.)	(Filing Date)	(Application No.)	(Filing Date)	
I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter disclosed and claimed in the present application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code §112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:				
Application Serial No.	Filing Date	Status: patented, pend	ng, abandoned	
10/602,804	June 24, 2003	Pending		
I further declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statement were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patents issuing thereon. POWER OF ATTORNEY: The following are hereby appointed to prosecute this application and transact all business in the Patent and Trademark Office connected therewith: Sherry M. Knowles-33,052; W. Scott Petty-35,645; Clark G. Sullivan-36,942; Holmes J. Hawkins-38,913; Steven P. Wigmore-40,447; Charles E. Peeler-45,004; A. Shane Nichols-43,836; William O. Isaacs II-44,165; Robert T. Neufeld-48,394; Stephanie D. Adams-47,378; Hoang Vo-47,158; James M. Hannon-48,565; Charles E. Thorpe, Jr48,782; Natasha Horne Moffitt-53,340; Michael S. Pavento-42,985; Michael L. Wach-54,517; Madeline I. Johnston-36,174				
Send correspondence to:	King & Spalding LLP Customer No. 20786 191 Peachtree Street, N.E., 45 th Fl Atlanta, Georgia 30303	•	calls at (404) 572-4600 chael L. Wach	
Full name of first inventor:	Rick Baggenstoss	Citizenship:	United States of America	
Inventor's signature	K.	Date: Ja	u 3,2004	
Residence and Post Office	Address: 2596 Midway Road, Decat	ur, GA 30030		

DECLARATION AND POWER OF ATTORNEY

Attorney's Docket No. 07117.105017

In re Application of: Rick Baggenstoss; John C.C. McIlwaine; Jennifer C. East; and Lisa Marie Foley

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Application No.	Country	Filing Date	Priority Claimed Under 35 USC §119 (a)-(d)	
None			Yes	No
I hereby claim the ber listed below:	nefit under Ti	tle 35, United States Code,	§ 119(e) of any United	States provisional application(s)
None				
(Application No.)		(Filing Date)	(Application No.)	(Filing Date)
insofar as the subject application in the man disclose material infor	matter disclos ner provided l mation as def	sed and claimed in the prese by the first paragraph of Title	nt application is not dis 35, United States Code deral Regulations, §1.56	es application(s) listed below and, sclosed in the prior United States e §112, I acknowledge the duty to which became available between f this application:
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10/602,804		June 24, 2003	Pending	
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Send correspondence t	Custon 191 Pe	k Spalding LLP ner No. 20786 achtree Street, N.E., 45 th Flo n, Georgia 30303	•	hone calls at (404) 572-4600 Michael L. Wach
Full name of second in	ventor: John (C. C. McIlwaine	Citizen	ship: United States of America
Inventor's signature	PH		Date:	613104
Residence and Post Of	fice Address:	8575 High Hampton Chase,	Alpharetta, GA 30022	
				Page 2 of 4

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Attorney's Docket No. 07117.105017

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before that of the appli	cation on wh	ich priority is claimed:			
Application No.	Country	Filing Date	Priority Clain	Priority Claimed Under 35 USC §119 (a)-(d)	
None			Yes	No	
I hereby claim the ben listed below:	efit under T	itle 35, United States Code, §	119(e) of any United S	States provisional application(s)	
None (Application No.)		(Filing Date)	(Application No.)	(Filing Date)	
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Send correspondence to	Custor 191 Pe	& Spalding LLP ner No. 20786 achtree Street, N.E., 45 th Floo a, Georgia 30303	•	one calls at (404) 572-4600 Michael L. Wach	
Full name of third inver	ntor: Jennife	C. East	Citizensh	ip: United States of America	
Inventor's signature	ifu C	East	Date: (0/2/04	
Residence and Post Off	ice Address:	1105 Winthrope Chase Drive	Alpharetta, GA 30004		
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Attorney's Docket No. 07117.105017

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Full name of fourth inv	ventor: Lisa Ma	arie Foley	Citizenshi	p: United States of America	
Inventor's signature	Lus	Asie 201	Date:	1/8/2004	
Residence and Post Of	fice Address: 8	378 Peachtree Street, N.E., #4	409, Atlanta, GA 30309		